

Video Relay Service (VRS) is an extremely important communication tool for Deaf people who communicate with American Sign Language. Please adopt VRS reimbursement rates that will cover costs for the recruitment and training of qualified interpreters for the VRS environment. Quality interpretation must be reliable, particularly in hospital/emergency room situations. Rates should also be adequate to cover further research and development efforts to improve the quality and access of VRS including on how to make VRS satisfy the need of sign language users while making emergency calls. For various reasons, the majority of the Deaf are often "silent" regarding advocating their needs; therefore, it is of the utmost importance that the FCC work on their behalf to ensure that VRS will meet their needs and give them communication equality.

Thank you for your attention to this matter.

Respectfully,

Tracey Urzi